Top 5 Student User Error Issues

1. I have done work in my course and when I logged in today, my course was not there.
   Or
   My student is in my course roster/gradebook, but when he logs in, my course is not in his course list
   
   **Problem** – the student has multiple Pearson accounts and he is logging into the wrong one.  
   **Solution** – See attached

2. I used the Forgot Log In/Password link and the info never showed up in my inbox.

   **Problem** – the student used a different email address when creating their account or they made a type-o while entering their email address

   **Solution** – The student should go to the Forgot Log In/Password link, and enter every email address they had during the time they created the account. After each email address is entered, click Send Information. Then go to each email account to look for an email from support@pearsonmylabsandmastering.com. Remember to check your Spam folder.  
   -if the above does not work, the issue is most likely a type-o. The student must then contact Technical Support to get their email address corrected and then Tech Support can have their Log In and Password sent to the now correct email address.

3. I log into my account, click on my course link and nothing comes up on the page.

   **Problem** – Browser Error
   **Solution** – direct the student to log out, if still on line. Tell them to clear their cache in Tools and Internet Options, and then open a different browser and Log into their course again. If they still get nothing on the page, try it once more with yet a different browser. If they still get nothing, have them contact Technical Support.

4. I entered my access code and it came back as invalid

   **Problem** – student tried to redeem their code twice or they purchased a used code from a third party.
Solution - Most of the time, a student is enrolling in a second semester of a course or repeating a course, but they think they need to use their access code again. Or they are under the impression their code will work for any Pearson MyLab or Mastering course. So, explain to the student that the code is good for one redemption only and a MML code does not work for a MyWritingLab course and vice versa. Send them the attached document about enrolling in a new course with FAQs.
-If neither of these solutions work, the student will need to contact Tech Support. The code in question could be already used.

5. The course ID my instructor gave me is invalid

Problem – the course enrollment dates are past or the student typed the course ID incorrectly.

Solution – Ask the student to have the instructor check their enrollment dates and course dates to make sure they are current, or contact the instructor yourself. If they are, ask the student for the course ID to make sure they are entering it correctly.

How to Retrieve your Pearson Login Name and Password

If you have registered for a Pearson website and now you either cannot login in, or you can login but you don’t see your course, you are using the wrong Login Name and Password.

To retrieve the correct Login Name and Password follow these directions.

Step 1 - Go to: https://register.pearsoncmg.com/forgotlogin/forgotLogin.fl

Step 2 - In the first box enter ONLY YOUR EMAIL ADDRESS (do NOT include your Login Name) then click “Send My Login Name and Password”, as shown below.
IMPORTANT: If you may have used another email address when registering, such as a school email, or a yahoo or gmail account, return to https://register.pearsoncmg.com/forgotlogin/forgotLogin.fl and repeat Step 2 by entering any other email address you may have used.

Step 3 – Go to your email and look for an email from “product.support@pearsoned.com” this will contain your login name(s) and password(s) (make sure you check any other email accounts you may have entered)

When you open the email from product.support@pearsoned.com look at it carefully as you may have more than one Login Name and Password combination from different Pearson websites as shown below:

```
LOGIN NAME AND PASSWORD

ACCOUNT ID: 16005565
LOGIN NAME: alberteinstein
PASSWORD: smartguy1

ACCOUNT ID: 28525848
LOGIN NAME: alineinstein
PASSWORD: princton1

ACCOUNT ID: 43105282
LOGIN NAME: massequalismscsquared
PASSWORD: smartguy1
```

Try each combination. When you find the correct one write it down!

If you are still not able to locate the correct Login Name and Password please go here; http://tinyurl.com/pearsonchat